



Emergency Response Plan

For Sanitary Sewer
Overflows

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COMMITMENT & INTEGRITY DRIVE RESULTS

217319
Town of Hull, MA
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INTRODUCTION

Woodard & Curran holds a professional services contract for the operation and maintenance of the water pollution control facilities for the Town of Hull. Woodard & Curran (Contractor) began operation of the Hull WWTF facility on April 1, 2015.

Woodard & Curran has prepared this Emergency Response Plan (ERP) to serve as a reference guide for the Town of Hull's Wastewater System. The purpose is to document and improve procedures for responding to Sanitary Sewer Overflows (SSO's) and to meet the requirements set forth by the Administrative Order on Consent (AOC). This ERP provides standard procedures for personnel to follow in the event of an SSO.

The objectives of this ERP are to:

- minimize the volume and impact of the untreated wastewater discharged to the environment;
- establish procedures to respond and stop SSOs as rapidly as possible;
- ensure appropriate mitigation measures are employed;
- prevent the recurrence of SSOs at the same location; and
- protect the safety of the public and personnel

To achieve these objectives, this ERP divides SSO response into 12 sections:

- a. An Emergency 24-hour Telephone Number
- b. Procedure to Publicize Unauthorized Discharges
- c. Procedure to Provide Oral Notice of Unauthorized Discharges
- d. Procedure of Public Awareness from Unauthorized Discharges
- e. Procedure of Rapid Dispatch from Unauthorized Discharges
- f. Procedure for Minimizing & Mitigating Unauthorized Discharges
- g. Procedure to Provide Relief of Unauthorized Discharges
- h. Procedure for Clean Up of Unauthorized Discharges
- i. Procedure of Documentation of Unauthorized Discharges
- j. Procedure for Preparedness of Unauthorized Discharges
- k. Procedure of Periodic Reviews of ERP
- l. Provisions for Safety Training

EMERGENCY RESPONSE PLAN PROCEDURES

Sanitary sewer overflows (SSOs) are the result of a failure in the sewer collection system. SSOs can be caused by such things as structural pipe failures, clogged pipes, or hydraulic deficiencies. SSOs have significant consequences including threatening public health, expense of mitigation, potential regulatory action, and damage to the Town's reputation. Preventing SSOs is the primary goal of the asset management and capital improvement process. However, in the event that an SSO does take place, it is crucial to have a plan in place for effectively responding to the overflow in the field. An effective response will help to reduce the consequence of the SSO event.

A. EMERGENCY 24-HOUR TELEPHONE NUMBER

In the event of an SSO, the Town of Hull would like residents and employees to contact the Sewer Department during regular business hours, or the Hull WWTF Emergency Beeper line outside of regular business hours, to report any unauthorized discharges. By contacting these numbers, an employee of the Hull WWTF will be notified and the process for dispatch, investigation, mitigation and reporting will be initiated.

During Regular Business Hours	Outside of Business Hours (24-hours)
Sewer Department Office: (781)-925-1207	Hull WWTF Emergency Beeper: (781)-226-1494

Both of these numbers are advertised on the Town of Hull Sewer Department website, at the bottom of Sewer Bills sent to residents, in the "Down the Drain" Newsletter provided in as a billing insert and on magnets distributed by the Sewer Department. See Appendix B for examples of these notification formats.

B. PUBLICIZING UNAUTHORIZED DISCHARGES

In the event of a very large unauthorized discharge, where for public health and safety concerns an alert is to be made, the town wide notification system will be used to disseminate information appropriately. CodeRed®, the service provided by Town of Hull vendor Emergency Communications Network®, is used to call, text and email users in proximity of the site.

The application utilizes user-input geographic areas to alert cell phones within the area (including residents and visitors) of the emergency situation. Residents can also utilize the free mobile application, CodeRed® Mobile Alert®, which can be downloaded for free from the Apple store, or Google Play. Residents can sign up for the alerts using the Town of Hull Access Site (<https://public.coderedweb.com/cne/en-US/BF63594E6F4A>)

As a part of any spill notifications to the public, the app will encourage residents to contact emergency services or the Hull WWTF Emergency Beeper for any additional spills or concerns regarding the discharge situation. Depending on the mitigation strategy, information may also be posted on the Town of Hull Sewer Department website (http://www.town.hull.ma.us/Public_Documents/HullMA_Sewer/homepage) or on the Town of Hull Emergency Management Facebook page (<https://www.facebook.com/Town-of-Hull-Emergency-Management-190450881031795/>).

The above listed public notifications will be made at the discretion of the Town of Hull Town Manager or Emergency Preparedness Committee in cooperation with Contractor Personnel.

C. PROVIDING IMMEDIATE NOTICE OF UNAUTHORIZED DISCHARGES

The following situations require notification to MassDEP and submittal of the SSO Report Form:

- An un-permitted overflow or bypass;
- Backup of wastewater into public or private property when the event is caused by a condition of the system owned and operated by the sewer authority

Backups of wastewater into a property which are not caused by conditions in the system owned and operated by the sewer system are not required to be reported. These incidents normally occur due to blockages in service connections to a property or blockages in the internal plumbing system.

In the event of an unauthorized discharge, an email or telephone call is to be made within 24-hours of discovering the release and the written report is to be submitted within 5 days. For Town of Hull WWTF, the Project Manager provides notice via email (and telephone call, if necessary) to the following department liaisons:

- MassDEP: Water Resources Contacts-Sewers-Combined Sewer Overflows-Southeast Region Agent
- EPA: Region 1 Contact
- Hull Board of Health: Public Health Director
- Hull Public Works: Department of Public Works Director or Asst. Director

If a release has directly impacted nearby waterbodies or wetland resources, then the following parties are to be notified based on discharge scope and Project Manager discretion:

- Massachusetts Division of Marine Fisheries
- Town of Hull Harbormaster/Shellfish Warden
- Town of Hull Conservation Agent

Refer to Appendix A for specific MassDEP instructions for reporting and Appendix D for the current WWTF Emergency contact list.

D. PUBLIC AWARENESS OF UNAUTHORIZED DISCHARGES

In the event of a very large unauthorized discharge, where for public health and safety concerns an alert is to be made, the CodeRed® town-wide notification system will be used to disseminate information appropriately. Administration of the Town-wide CodeRed® System will be enacted at the discretion of the Town of Hull Town Manager and/or Emergency Preparedness Committee.

E. RAPID DISPATCH OF UNAUTHORIZED DISCHARGES

An effective response to an emergency begins well before an event occurs. This section describes equipment, team considerations and methods to assess and secure a site to ensure a timely response to SSO's.

Equipment

Having the right equipment on hand is essential to a rapid and effective response. Inspect all ERP equipment quarterly or as required by manufacturer. Replace any damaged, missing, or expired equipment immediately. Make sure

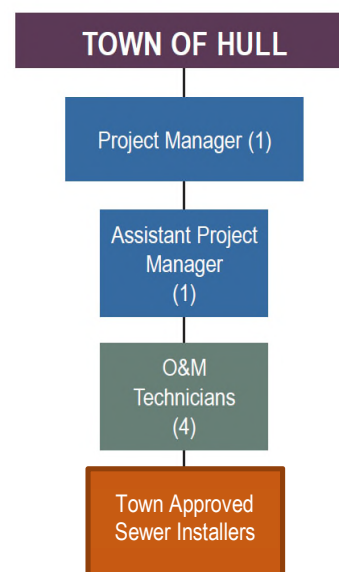
equipment is easily accessible and that the team knows how to use equipment and where to find it. Coordinate with the Highway Department in the case that Highway Division equipment is needed for this ERP.

- Standard PPE: traffic vests, high-vis coveralls, sharps-proof gloves, disposable nitrile gloves, work gloves, safety glasses and goggles, hard hats, steel-toed boots.
- Confined space entry equipment: hoist, harnesses, and gas meters.
- Site safety/control: cones, barrels, tape, construction fence, temporary signs, electronic signs (optional), portable light tower.
- Communication equipment: cell phones, tablets, and radios. The plant has a radio base station which communicates with the DPW Sewer Administration Staff and the Assistant DPW Director.
- Bypass pumping equipment: portable bypass pumping equipment, spare fuel, at least 50 feet of suction hose and 300 feet of lay flat hose, plus spare sections of each.
- Containment equipment: sandbags and sand, 100 feet of debris boom sufficient for spanning small streams or surrounding spills.
- Cleaning equipment: Subcontractor for jetter/pump truck for push camera or CCTV truck.
- Disinfection equipment: Lime is used to avoid harm to the environment. The chemical should be spread by scoop or fertilizer spreader. Refer to the Safety Data Sheet (SDS) and wear proper personal protective equipment (PPE) when using it.
- Additional heavy equipment for repairs requiring excavation: The Contractor relies on approved subcontractors to perform any major excavation work. Table in Appendix E below shows approved list of subcontractors available for sewer related work in the Town of Hull (as provided by the Town of Hull Sewer Department).

Team Considerations

The Contractor has the following team in place that is prepared to mobilize and respond to SSOs. Contractor employees are trained sufficiently to fulfill multiple roles on the response team. The roles in the team are listed below:

- Project Manager: The Project Manager is responsible for ensuring that the procedure is followed correctly, and the crew's actions comply with DEP and EPA regulation. The Project Manager would also be responsible for performing the 24-hour notification, and submitting the full report to the DEP and EPA.
- Assistant Project Manager: The Assistant Project Manager is trained in assessing and identifying hazards on site. They are responsible for making sure that the crew is taking appropriate precautions. They are also responsible for establishing safety perimeters and traffic control.
- O & M Technicians: The O&M technicians are trained in using DoForms, and serve as first responders to observe, assess and report the SSO accurately and promptly. O&M technicians also serve as the front line for site security and remediation measures, at the direction of Assistant Project Manager and Project Manager.



- Town Approved Sewer Installers: The Contractor relies on approved subcontractors to perform any major excavation work. Table in Appendix E below shows approved list of subcontractors insured and approved for sewer related work in the Town of Hull (as provided by the Town of Hull Sewer Department).

The Project Manager will be responsible for assembling the team and identifying roles. During smaller overflow events, several of these roles can be taken on by one crew member. All crew members are to be properly trained for any role on the response team they are expected to fulfill. The SSO response team should consist of a minimum of two employees: Depending on the severity of the SSO event, the Project Manager will decide how many staff people are needed to contain and stop the overflow.

Assessment and Site Security

After the Sewer Department and WWTF Personnel have been notified, the Project Manager will dispatch the crew immediately to the problem location. Once on site, assess the immediate danger to public health or the environment by prioritization. Identify which measures should be addressed first and which can wait. In general, the first priority of the operation should be to protect the safety of public and employees, and the second priority to protect the environment and property. Here are some examples of prioritization:

- If the SSO appears to be caused by a collapsed pipe or another condition that will take time to repair, establishing bypass pumping to stop the overflow should be a first priority.
- If the SSO poses minimal risk to health or the environment, for example if it can be easily directed into a combined sewer catch basin or sewer manhole, fixing the problem should take priority.
- If the overflow is in a busy street, setting up traffic control, and using Town of Hull Police Department if necessary to protect workers and the public should be the first priority.

Next, the site is to be secured immediately by setting up a perimeter and traffic control to protect the public and personnel. Cordon-off areas of ponded or flowing sewage to prevent public contact. Then, determine if additional manpower will be needed. For most small events, a crew of two or three is sufficient. For larger, more complicated events, multiple teams may be needed to work on different tasks simultaneously such as cleaning or repairing the sewer, establishing bypass pumping, controlling traffic, and/or containing the spill.

Photos should be taken, using phone or tablet, throughout the process to show the source, the spill and cleanup measures taken. For example, once the location of the blockage/failure is confirmed (by inspecting manholes downstream or other methods), photos of the confirmed infrastructure source and GPS coordinates should be recorded using the DoForms application on tablet or phone.

Finally, corrective action is to be taken at the direction of the Project Manager and crew. Prior to application, the Project Manager or other designated assistant Project Manager, will brief the crew on potential hazards and required precautions.

In the event of a backup onto private property, flush between manholes to ensure that the collection line is clear. If manholes are found to be free-flowing, then the backup is due to an issue with the lateral, which is the responsibility of the Property Owner. Inform them that it is their responsibility to have their lateral cleaned and inspected.

F. MINIMIZING & MITIGATING UNAUTHORIZED DISCHARGES

If it is apparent that the SSO cannot be stopped or contained quickly, set up pump equipment and hoses from the upstream manhole to the nearest flowing manhole below the blockage. Use a pump truck to remove as much sewage as possible until pumping is established.

Use the necessary equipment to relieve the blockage, typically either by jet flushing up toward the blockage from the first free-flowing downstream manhole. When feasible, set up a trap and/or vacuum hose in the downstream manhole to catch debris. Work from the surface and avoid entering the manhole if possible.

Remove the debris from the sewer pipe or manhole. Examine the debris for clues to determine the cause of the blockage. Record information about potential causes of the blockage using the comments field in the SSO DoForm and also make new work order forms as necessary to perform maintenance on the affected infrastructure concerns.

G. PROVIDING RELIEF FROM UNAUTHORIZED DISCHARGES

In the event of unauthorized discharges experienced from the collection system by residents of private property, relief may be provided as needed. Homeowners are informed to call the Sewer Department office first, if they experience a backup, and to check the street prior to calling a contractor. This information is noted on the sewer invoice, as well as on the “Down the Drain” newsletter including in billing mailings. The procedure for applying for relief is outlined below, and an example letter is included in Appendix C.

Steps for Homeowner Relief:

1. Call is received at the sewer plant regarding sewage back up.
2. The Contract Operator is notified by Town Personnel that there is an issue to be investigated.
3. The Contract Operator follows SSO investigation procedures (i.e. determines if issue is related to the sewer main by assessing upstream/downstream manholes).
 - If the issue is determined to be caused by a problem in the street line, the homeowner contacts a contractor to perform the clean-up.
4. Homeowner pays contractor and then submits a copy of the invoice to the Sewer Department.
5. The Town Facility Manager reviews the request and approves payment to the homeowner.
6. The homeowner receives a letter from the Town Facility Manager stating that the backup was reviewed and determined to be an issue with the street line.
7. A check is provided to the homeowner to reimburse them for the cost that they incurred.

H. CLEAN-UP OF UNAUTHORIZED DISCHARGES

1. Use the Vacuum truck or pump to collect as much of any ponded sewage as possible and discharge to combined or sanitary sewer.
2. Use street sweeper, brooms, and/or Vacuum truck to remove sewage-related debris and organic matter from the affected area. Avoid handling debris: use sharps-proof gloves if handling is necessary.
3. Disinfect area as required. With PPE, spread lime with a scoop or spreader.
4. Flush the area with additional clean water. Use sandbags, Vacuum truck, pumps and/or other means to contain and collect flushing water and direct it to the nearest sanitary sewer.
5. If the wastewater jeopardizes a park or other public facility, restrict public access until the issue has been remedied to the satisfaction of the local board of health.
6. Provide signage as required to notify the public of any remaining public health issue. If signage is not sufficient to properly notify the public using procedures outlined in Section D.

I. DOCUMENTATION OF UNAUTHORIZED DISCHARGES

MassDEP and EPA must be notified within 24 hours that an SSO has occurred. A full report using the MassDEP form must be submitted within 5 days. The MassDEP form can be found on their website: <http://www.mass.gov/eea/agencies/massdep/service/approvals/sanitary-sewer-overflow-bypass-backup-notification.html> and is included in Appendix A.

The Contractor has a standard operating procedure in place for reporting SSOs using DoForms, an application for data collection. The O&M technician who investigates the SSO starts the procedure in the field, then the Project Manager reviews and submits the reports to the compliance agencies. The DoForm includes all of the required fields, so that the field staff can quickly and easily fill out all the necessary information (see screenshots listed in Appendix A). In the event of error with DoForms, the MassDEP notification form is to be filled out by hand and attachments included in hard copy form (see complete form also attached in Appendix A).

Backups caused by property-owners are not reported to MassDEP and EPA. Backup from the collection system into or onto private property are required to be reported to MassDEP and EPA.

J. PREPAREDNESS OF UNAUTHORIZED DISCHARGES

In order to ensure preparedness of response a mock SSO drill should be conducted annually to prepare crews, in addition to the annual safety training procedures listed under Section L. By performing an annual SSO drill, the updates to the Emergency Response Plan can be modified as needed.

K. PERIODIC REVIEW OF EMERGENCY RESPONSE PLAN

This document was last updated for this report and will be evaluated annually for correctness or when operational changes are made at the plant. At a minimum, the Emergency Response Plan will be reviewed once annually, during a practice SSO drill.

L. PROVISIONS FOR SAFETY TRAINING FOR WOODARD & CURRAN PERSONNEL

Everyone on the response team should have appropriate and up-to-date safety training. Recommended safety trainings include but are not limited to:

- Equipment operation
- Process Control
- Energy and Chemical Conservation
- Maintenance and Repair
- CPR/First Aid
- Confined Space
- Emergency Response,
- Hazardous Material Handling
- Right-to-Know laws

In addition, Contractor shall provide training at least once annually with first responder training in conjunction with Hull's Fire & Rescue and Police Departments regarding chemicals, situations, confined spaces, and other conditions that might pertain to worker and/or public safety. Other representatives of the Town may attend training sessions at no cost to the Town upon request. Contractor shall provide ample notification of the training sessions to ensure that Town representatives may attend.

APPENDIX A: SSO NOTIFICATION PROCEDURE AND MASSDEP FORMS



MEMORANDUM

TO: Hull WWTF Team
CC: Alan Fabiano; Frank Cavaleri
FROM: Paige Howard and Mitch Garon, Summer Interns
DATE: July 15, 2016
RE: Sanitary Sewer Overflow Reporting

As a part of the Administrative Order on Consent, the following DoForms procedure for reporting SSO's has been added. Prior to this update, SSO forms were being completed by hand and submitted via email. After updating the DoForms capability, certain features will be automatically populated in order to save time during the reporting of an incident. The sequence consists of five steps as outlined on the "Home Page", plus the final "Save & Send" screen.

HOME SCREEN:



SSO Notification Form

Reporting Facility

Notifications

SSO Information

Notes/Attachments

Certification

Email Report

avarjabedian@woodardcurran.com

Optional message...

Forward form to plant manager for completion

3392148334

Save and Send



REPORTING FACILITY:



A - Reporting Facility

Facility Name	Permit #
Hull, MA WPCF	MA0101231

Authorized Representative Transmitting Form:

First Name	Last Name	Phone #
Aram	Varjabedian	781-925-0906

Title	Email Address
Plant Manager	avarjabedian@woodardcurran.com

Main Page



NOTIFICATIONS:



Section B - Notifications

1. MassDEP Staff Contacted

First Name	Last Name

DEP Contacted By

- ☐ Email
☐ Phone
☐ Phone - Message Left

2. EPA Staff Contacted

First Name	Last Name

EPA Contacted By

- ☐ Email
☐ Phone
☐ Phone - Message Left

3. Board of Health Staff Contacted

First Name	Last Name

BOH Contacted By

- ☐ Email
☐ Phone
☐ Phone - Message Left

4. Others Contacted

First Name	Last Name

Department	Date and

Others Contacted By

- ☐ Email
☐ Phone
☐ Phone - Message Left

Main Page



SSO INFORMATION:



Section C - SSO Information

1. SSO Discovered

By	Date and Time

2. SSO Stopped

Date and Time
<input type="button" value="Now"/>

3. Discharge From

From	Specify Discharge
<input type="radio"/> Pump Station <input type="radio"/> Manhole <input type="radio"/> Backup into Property <input type="radio"/> Other	

4. Discharge To

<input type="radio"/> Ground Surface <input type="radio"/> Direct to Receiving Waters <input type="radio"/> Catchbasin to Receiving Waters <input type="radio"/> Backup into Property Basement

Location

Description of discharge site or nearest address

--

5. Estimated SSO Volume at time of report

--

Estimate Method

<input type="radio"/> Visual <input type="radio"/> Pump Capacity X Spill Time <input type="radio"/> Metered <input type="radio"/> Other (Specify Below)
--



SSO INFORMATION CONTINUED:

6. Cause of SSO Event

- ☐ Rain Event
- ☐ Pump Station Failure
- ☐ Insufficient Capacity in System
- ☐ Treatment Unit Failure
- ☐ Sewer System Blockage
- ☐ Pipe Collapse
- ☐ Root Intrusion
- ☐ Grease Blockage
- ☐ Other (Specify Below)

7. Corrective Actions Taken

--

Corrective Actions Completed?

- ☐ Yes
- ☐ No

Impact area cleaned and/or disinfected?

- ☐ Yes
- ☐ No

Details

--

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Section E - Certification Statement

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

Signature of Authorized Representative

Sign

Date

Now

[Main Page](#)



Massachusetts Department of Environmental Protection
Bureau of Resource Protection – Wastewater Management Program

**Sanitary Sewer Overflow(SSO)/Bypass
Notification Form**

Instructions

Who must notify DEP about an overflow or bypass, and when?

Any owner or operator of the following facilities:

- Municipal, state, federal, regional, industrial or other private wastewater collection system;
- Wastewater utility;
- Wastewater treatment works;
- Facility with a groundwater discharge permit;
- Facility with a surface water discharge permit.

This requirement includes any owner or operator of a satellite municipal collection system or other collection system that is part of a larger POTW not under the same ownership and control.

The following situations require notification to DEP and submittal of the SSO Report Form:

- An un-permitted overflow or bypass;
- Backup of wastewater into public or private property when the event is caused by a condition of the system owned and operated by the sewer authority
- In a combined sewer system, an overflow or bypass during dry weather conditions or at a location not covered by a NPDES permit, or from a portion of the system that has a separate sanitary sewer.

Backups of wastewater into a property which are not caused by conditions in the system owned and operated by the sewer system are not required to be reported. These incidents normally occur due to blockages in service connections to a property or blockages in the internal plumbing system.

What are the procedures for reporting?

Step One:

Immediate Telephone and/or email notification to MassDEP, EPA, and other parties:

Notification to MassDEP and other regulatory authorities is a critical element of the SSO response plan. Notification must be made as soon as possible, and no later than 24 hours after discovery of the event. The agency notifications should include all responsible officials whose duties include management of resources which may be affected by the SSO discharge. A list of agencies, contact staff, phone numbers, and emails should be kept by the Sewer Authority and posted for easy access to responsible staff. A list of some relevant agencies follows:

Agency:	Contact	Requirements
MassDEP	During business hours: Northeast Region: (978) 694-3215 Central Region: (508) 792-7650 Southeast Region:	Report all SSO events to relevant regional office Report SSO's to emergency line during non-business hours



Sanitary Sewer Overflow(SSO)/Bypass Notification Form

Instructions

	(508) 946-2750 Western Region: (413) 784-1100 24-hour Emergency Line: 1-888-304-1133 If you are not sure which Massachusetts DEP Regional Office oversees your facility, go to http://www.mass.gov/eea/agencies/massdep/about/contacts/ .	
EPA	EPA New England: (617) 918-1870	Report all SSO events
Local Board of Health	List of local BOH contact information available at http://www.mhoa.com/boh-roster/	Report all SSO events to local BOH(s) where impacts may occur
Department of Conservation and Recreation	State House Ranger Base 617-722-1188	Where DCR beaches or parks affected
MA Division of Marine Fisheries	Boston/Northeast: 617-727-3336 x 165 Southeast: 508-563-1779 x 122	Where shellfish resources may be affected
Drinking Water Resource Managers	List of Drinking Water Supply contacts available at http://www.mass.gov/eea/docs/dep/about/organization/pwscont.pdf	Where Drinking Water Resources may be affected

Hazardous Material Releases: If you believe an overflow, bypass, or any other discharge may have resulted in an oil or hazardous material release, report it to DEP at any time, 24 hours a day, at this toll free number: 1-888-304-1133.

MassDEP may require, on a case-by-case basis, more extensive reporting of the SSO event where determined necessary to protect users of resources affected by SSO discharges.

Step Two:

Submit a written report to DEP within five (5) calendar days of the time you become aware of the overflow, bypass or backup. DEP requires the use of the MassDEP Sanitary Sewer Overflow (SSO)/Bypass notification form, unless an alternative reporting form is authorized by MassDEP in writing.

The Notification form should be fully completed, and shall include a clear description of the overflow, or bypass and its causes, including the best approximation of the dates and times, and if the situation has not been corrected, the amount of time the overflow/bypass is expected to continue, and a description of the measures to be implemented to stop the discharge. The Form or attachments must also include steps taken or planned to reduce, eliminate, and prevent recurrence.



Sanitary Sewer Overflow(SSO)/Bypass Notification Form

Instructions

If you have a discharge permit, check the Monitoring and Reporting Section of your permit to determine if your *Notification Form* should be sent to the attention of DEP's regional Bureau of Waste Prevention (industrial facilities) or the regional Bureau of Resource Protection (nonindustrial facilities). All municipal facilities shall submit their reports to the Bureau of Resource Protection.

Fax the *Notification Form* to the attention of the Bureau of Resource Protection in your DEP regional office:

- Massachusetts Department of Environmental Protection, Northeast Regional Office, 205B Lowell Street, Wilmington, MA 01887. Fax: 978-694-3499.
- Massachusetts Department of Environmental Protection, Central Regional Office, 8 New Bond Street, Worcester, MA 01606. Fax: 508-792-7621.
- Massachusetts Department of Environmental Protection, Southeast Regional Office, 20 Riverside Drive, Lakeville, MA 02347. Fax: 508-947-6557.
- Massachusetts Department of Environmental Protection, Western Regional Office, 436 Dwight Street, Springfield, MA 01103. Fax: 413-784-1149.
- U.S. Environmental Protection Agency, Water Technical Unit (OES 04-4), 5 Post Office Square – Suite 100, Boston, MA 02109-3912 Fax: 617-918-0870

What should I do if I'm not sure of the information I am providing?

For required items such as time of occurrence, causes of incident, volume of overflow, etc., PROVIDE YOUR BEST ESTIMATE OR ASSESSMENT AT THE TIME OF THIS REPORT. You can submit any additions or corrections later.

What is the best way to report the exact location of the overflow, or bypass?

Include with your *Notification Form* a copy of a map indicating its location. Please use 8 ½ " by 11" paper at an appropriate scale between 1:5000 to 1:25000. Specifying the geographic location will help DEP determine the public health and water quality impacts associated with overflows and bypasses.

Why do I need to report backups into buildings?

DEP wants to ensure that sewage backups into buildings as a result of problems in the sewer system are properly repaired and measures are put in place to reduce the likelihood of recurrence. Owner/operators of sewer systems that caused a backup may need to repair, rehabilitate, or upgrade the hydraulic capacity of their system, or change their operations and maintenance procedures.

Are there some overflows or Bypass that are not subject to these reporting requirements?

DO NOT use the *Sanitary Sewer Overflow(SSO)/Bypass Notification Form* in the following situations:

- The overflow is from a properly permitted Combined Sewer Overflow structure. Follow the reporting requirements in your NPDES Permit.
- You are reporting an overflow or bypass of sewage for a collection system or treatment works that is not under your ownership and control. However, please assist DEP by immediately reporting to the appropriate DEP Regional Office by phone or fax any overflows or bypass incidences for facilities other than your own which involve a discharge of wastewater to the environment.



Sanitary Sewer Overflow(SSO)/Bypass Notification Form

Instructions

What are the state regulations that apply to this notification? Where can I get copies?

These regulations include, but are not limited to:

- Surface Water Discharge Regulations, 314 CMR 3.00
- Groundwater Discharge Regulations, 314 CMR 5.00
- Sewer Connection Regulations, 314 CMR 7.00
- Operation and Maintenance Regulations, 314 CMR 12.00

Official copies of the regulations may be purchased at:

State Bookstore
State House, Room 116
Boston, MA 02133
617-727-2834

State Bookstore
436 Dwight Street
Springfield, MA 01103
413-784-1376



Massachusetts Department of Environmental Protection
Bureau of Resource Protection – Watershed Permitting Program
**Sanitary Sewer Overflow (SSO)/Bypass
Notification Form**

FOR DEP USE ONLY

Tax Identification Number _____

A. Reporting Facility

Important: When filling out forms on the computer, use only the tab key to move your cursor - do not use the return key.



1. Facility Information

Reporting Sewer Authority _____

Permit # _____

2. Authorized Representative Transmitting Form:

First Name _____

Last Name _____

Telephone No. _____

Title _____

E-mail Address _____

B. Phone Notifications:

See DEP Regional Office telephone and fax numbers at the end of this form.

1. MassDEP staff contacted:

first name _____

last name _____

Date/Time contacted:

Date _____

Time _____

☐ am

☐ pm

2. EPA staff contacted:

first name _____

last name _____

Date/Time EPA contacted:

Date _____

Time _____

☐ am

☐ pm

3. Board of Health contacted:

First Name _____

Last Name _____

Date/Time contacted:

Date _____

Time _____

☐ am

☐ pm

4. Others notified (select all that apply);

☐ Conservation Commission

☐ Harbormaster

☐ Shellfish Warden

☐ Division of Marine Fisheries

☐ Downstream Drinking Water Supplier

☐ Watershed Association

☐ Beach Resource Manager

☐ Other:

(specify)

C. SSO Information

1. SSO Discovered:

Date _____

Time _____

☐ am

☐ pm

By: _____

2. SSO Stopped:

Date _____

Time _____

☐ am

☐ pm

3. SSO Discharge from:

☐ Sanitary Sewer Manhole

☐ Pump Station

☐ Backup into Property

☐ Other:

(specify)

4. SSO Discharge to:

☐ Ground Surface (no release to surface water)

☐ Direct to Receiving Water

(surface water)

☐ Catch basin to Receiving Water

(surface water)

☐ Backup into Property Basement



Massachusetts Department of Environmental Protection
Bureau of Resource Protection – Watershed Permitting Program
Sanitary Sewer Overflow (SSO)/Bypass
Notification Form

FOR DEP USE ONLY

Tax Identification Number _____

C. SSO Information (cont.)

Location: _____
(Description of discharge site or closest address)

5. Estimated SSO Volume at time of this Report: _____

Method of Estimating Volume: _____

6. Cause of SSO Event:

☐ Rain Event ☐ Pump Station Failure ☐ Insufficient Capacity in System

☐ Treatment Unit failure

☐ Sewer System Blockage: ☐ Pipe Collapse ☐ Root Intrusion ☐ Grease Blockage

☐ Other: _____
(Specify)

7. Corrective Actions Taken:

Impact Area cleaned and/or disinfected: ☐ Yes ☐ No

Corrective Actions Completed: ☐ Yes ☐ No

D. Comments/Attachments/Follow-up

I wish to provide (select all that apply):

☐ Attachment ☐ Additional comments below: ☐ No additional comments or attachments

Additional comments and planned actions:



Sanitary Sewer Overflow (SSO)/Bypass Notification Form

Tax Identification Number

E. Certification Statement

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

Signature of Authorized Representative

Date Signed


Please keep a copy of this report for your records. When submitting additional information, include the MassDEP Incident Number from this report.

MassDEP Regional Office and EPA Telephone and Fax Numbers:

Northeast Region	Phone: 978-694-3215	Fax: 978-694-3499
Southeast Region	Phone: 508-946-2750	Fax: 508-947-6557
Central Region	Phone: 508-792-7650	Fax: 508-792-7621
Western Region	Phone: 413-784-1100	Fax: 413-784-1149
EPA Contact	Phone: 617-918-1870	Fax: 617-918-0870
DEP 24-hour emergency	Phone: 888-304-1133	

APPENDIX B: TOWN PUBLIC NOTIFICATION SOURCES


Location [REDACTED]

 **TAX COLLECTOR'S OFFICE**
Town of Hull
253 Atlantic Ave
Hull, MA 02045

Billing Period 06/02/15 to 12/02/15

Account Number	Bill Number	Parcel ID	Issue Date
[REDACTED]	[REDACTED]	[REDACTED]	02/16/2016
Current - Sewer			\$715.92
Sewer Usage Minimum			\$47.10
Due Date 03/17/2016			TOTAL DUE \$763.02

TOWN OF HULL
TAX COLLECTOR'S OFFICE
P.O. Box 4180
WOBURN, MA 01888-4180

 **TAX COLLECTOR'S OFFICE**
Town of Hull
253 Atlantic Ave
Hull, MA 02045

Make Checks Payable To:
Town of Hull
DO NOT MAIL CASH

Mail Payments To:
Town of Hull
P.O. Box 4180
Woburn, MA 01888-4180
(781) 925-2251

Billing Period 06/02/15 to 12/02/15

Issue Date	Location	Parcel ID	Acct No.	Bill Number
02/16/2016	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Previous Reading	Current Reading	Consumption (in 100 Cubic Feet)	Current - Sewer	\$715.92
Main Meter - 3628 A	3709 A	81	Sewer Usage Minimum	\$47.10
TOTAL USAGE				
81				
TOTAL DUE				\$763.02
Due Date				03/17/2016

Customer's Copy

Town of Hull
Office of Collector of Taxes

Office Hours:
8:00 AM to 4:30 PM Monday, Wed Thur
8:00 AM to 7:30 PM Tuesday
Closed Friday

DO NOT MAIL CASH
Make Checks Payable and Mail To:
Town of Hull
P.O. Box 4180
Woburn, MA 01888-4180

Parcel ID
17004

**FOR YOUR CONVENIENCE, WE HAVE INSTALLED A SECURE
DROP BOX TO THE LEFT OF THE FRONT DOOR OF TOWN HALL OR
GO TO WWW.MCC.NET TO PAY YOUR SEWER BILL ONLINE.**

This Sewer User Charge billing represents the First Half Billing of Fiscal Year 2016, with the time period July - December 2015. The rate is \$9.42 per 100 cubic feet.
Go to www.mcc.net to pay your sewer bill online.
If you have any questions, please don't hesitate to call the Sewer Department Office at 781-925-1207 Monday - Friday 8:00 AM to 3:30 PM or to e-mail us at sewer@town.hull.ma.us. Please note during the reconstruction process, the plant is not accessible to the public.
If you experience a sewer back up, please call us to check the street prior to calling a contractor. The office number is 781-925-1207 or if it is after hours, please call:
Emergency Beeper: 781-226-1494 (answers 24 hours per day / 7 days a week)
Emergency Telephone: 339-236-0249 (answers 24 hours per day / 7 days a week)

Figure 1: Example Town of Hull Sewer Customer Bill



Figure 2: Screenshot of Town of Hull Sewer Department Website

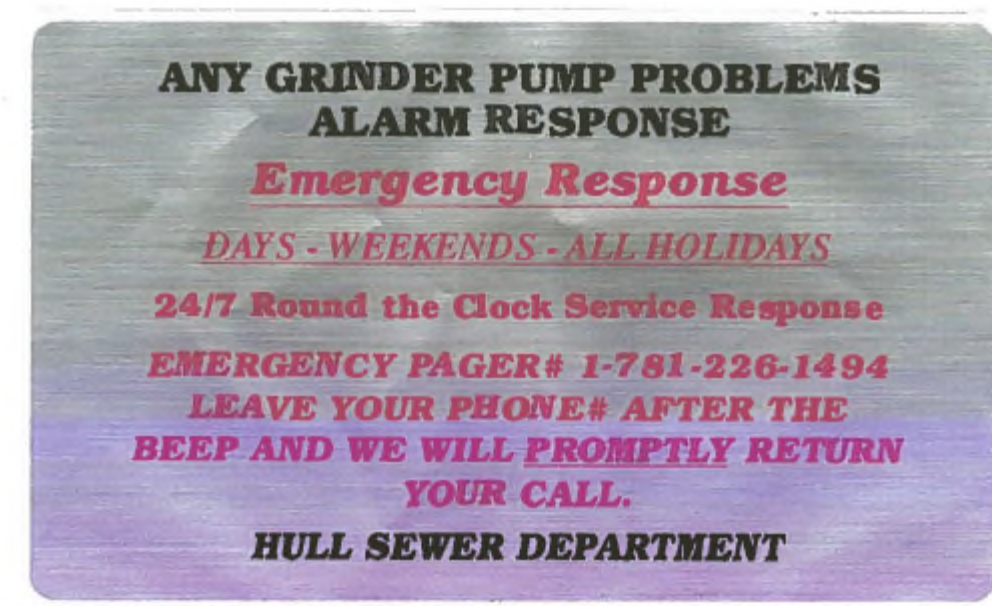


Figure 3: Example of Sticker Applied to Residential Grinder Pumps

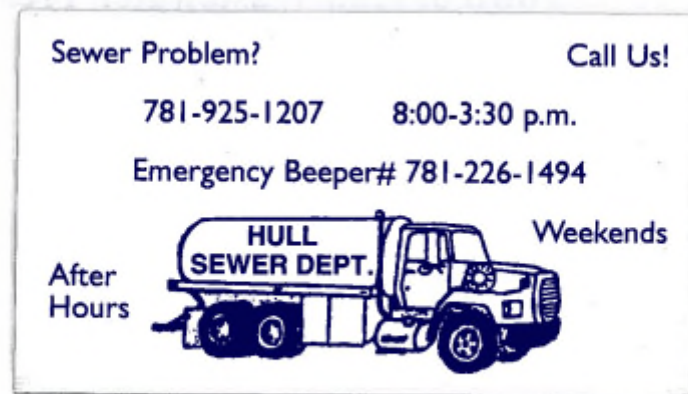


Figure 4: Example of Magnet Provided to Property owners

APPENDIX C: EXAMPLE LETTER FOR PROPERTY OWNER RELIEF



Town of Hull

www.town.hull.ma.us



PERMANENT SEWER COMMISSION
1111 NANTASKET AVENUE
HULL, MASSACHUSETTS 02045

Tel: (781) 925-1207
Fax: (781) 925-3771
Email: sewer@town.hull.ma.us

Date

Name

Address

City, State, Zip

RE: Address reimbursement notification

Dear Owner:

I have reviewed the circumstances surrounding the sewer back up at your home on Date and have determined that the issue was in the street and therefore the responsibility of the Sewer Department.

I have reviewed the costs incurred by you as a result of this incident and have determined that the costs to release the blockage are bearable by the Sewer Department. As such the Sewer Department will reimburse you the cost of the invoice from Contractor for \$XXX.XX.

Sincerely,

Jim Dow
Chief Facility Manager

APPENDIX D: WWTF EMERGENCY CONTACT LIST

EMERGENCY SERVICES

	<u>EMERGENCY</u>	<u>Non-Emergency</u>
HULL POLICE	911	(781) 925 1212
HULL FIRE		(781) 925 2424
EMERGENCY MANAGEMENT		(781) 925 8111

TOWN OF HULL

<u>CONTACT</u>	<u>DEPARTMENT</u>	<u>TITLE</u>	<u>OFFICE</u>	<u>CELL</u>
MAIN OFFICE	Sewer Department		(781) 925 1207	
MAIN OFFICE	Public Works		(781) 925 0900	
JIM DOW	Public Works	DIRECTOR	(781) 925 0900	(781) 738 2518
CHRIS GARDNER	Public Works	FOREMAN	(781) 925 0900	(781) 206 1885
MARY ELLEN WHITE	Public Works	OFFICE ADMIN	(781) 925 0900	(617) 733 0106
ON-CALL PERSON	Public Works			(781) 630 0110
PHILIP LEMNIOS	TOWN OF HULL	Town Manager	(781) 925 2000	
JUDI SAIDE	TOWN OF HULL	IT Director		(781) 630-1473
JOYCE SULLIVAN	BOARD OF HEALTH	Director	(781) 925 2224	(617) 872 5575
JANICE LICHTENBERGER	BUILDING DEPARTMENT	Asst Emer Mngt Director	(781) 925-1330	(781) 706-2907
PETER LOMBARDO	BUILDING DEPARTMENT	Bldg Commissioner	(781) 925 1330	
SARAH CLARREN	CONSERVATION	Administrator	(781) 925 8102	(313) 529 6381
KURT BORNHEIM	HARBOR MASTER	Harbor Master	(781) 925 0316	
PANOS TOKADJIAN	HULL LIGHT	Operations Manager	(781) 925 0051	(781) 706 6735
PAT CANNON	WIRING INSPECTOR		(781) 925 1330	(339) 788 1104

REPORTING AGENCIES

<u>Agency</u>	<u>DEPARTMENT</u>	<u>CONTACT</u>	<u>OFFICE</u>
MASS DEP	SOUTHEAST REGION	DAVE BURNS	(508) 946 2738
EPA	BOSTON	DAVID TURIN	(617) 918 1598
MARINE FISHERIES		RYAN JOYCE	(978) 282-0308 X 171

TOWN ENGINEERS

<u>Firm</u>	<u>CONTACT</u>	<u>OFFICE</u>	<u>CELL</u>
TIGHE & BOND	MIKE SCHRADER	(508) 564 7285	(978) 761 6380
KLEINFELDER	JOHN STRUZZIER	(617) 498 4685	(617) 833 0374
KLEINFELDER	MIKE CUNNINGHAM	(617) 497 7800	(617) 498 4773

CONTRACT OPERATORS

	<u>CONTACT</u>	<u>OFFICE</u>	<u>FAX</u>	
WWTF OFFICE	Line #1	(781) 925 0906	(781) 925 3056	
WWTF OFFICE	Line #2	(781) 925-2609		
<u>STAFF</u>	<u>CONTACT</u>	<u>COMPANY CELL</u>	<u>PRIVATE CELL</u>	<u>HOME</u>
AREA MANGER	FRANK CAVALERI	617-590-4571		
PROJECT MANAGER	ARAM VARJABEDIAN	339-214-8334	774-260-0897	508-946-2624
ASSISTANT PROJECT MANAGER	BILL BOORNAZIAN	603-651-8773		
EMERGENCY ON CALL	ON CALL PAGER	339-236-0249		
LEAD OPERATOR	JOE BASLER	339-214-8332	781-974-3049	781-925-3625
O&M TECH 2	RICK CLARK	339-214-8331		
O&M TECH 2	ERIC SUTTON	339-214-8330	781-956-9893	781-925-0503
O&M Tech 1	JOHN CURRIER	339-214-8865	774-381-5818	
PART TIME OPERATOR	PAT OWENS		508-517-0455	
<u>SUPPORT STAFF</u>	<u>CONTACT</u>	<u>COMPANY CELL</u>		
SR OPERATIONS SPECIALISTS	JIM GAGLIARD	781-752 5615		
SR OPERATIONS SPECIALISTS	JODY ST. GEORGE	508-922-1599		
Corporate Health & Safety	Shannon Eyler	207-807-0713		
Health & Safety Manager	Laura Bonk	603-340-3524		
Electrician / Manager	Mark Cleary	617-279-5740		
SCADA Engineer	Steve Rose	508-280-6092		
SCADA Engineer	Bob Amaral	508-280-5901		
On Call SCADA Engineer	ON CALL ENGINEER	1-800-MYSCADA		
Operator	Dick Gould	617-279-5741		
Operator	Ray Mott	860-486-7171		
Operator	Bob Rowland	617-756-1934		
Operator	Ken Boughter	617-279-5743		
Operator	Joe Vento	617-451-2695		
Engineer/Operator	Josh Jondro, P.E.	617-407-7970		
Engineer/Operator	Kate Roosa, E.I.T.		845-332-2771	
TECHNOLOGY MANAGER	Alan Fabiano	914-456-3115		
O&M MIS Manager	Jeannie Dubois	860-605-0358		

SERVICE PROVIDERS

Category	CONTRACTOR	CONTACT	OFFICE	CELL
Electrician	Electrician	Andy Mckenzie		781-589-5622
General Contractor	WATERLINE	Mike Czepiel	(603) 474-7477	
General Contractor	HUB CONSTRUCTION	Paul Gratta	(781) 925-3766	(617) 719 0926
General Contractor	DIVITO CONSTRUCTION	Joe Divito		(781) 622 8605
Jetter/vacuum truck	SEWER TECH		(781) 878-0636	
Jetter/vacuum truck	Wind River Env.		877-914-1926	
Millwright/Mechanic	Lydon		(508) 897-1700	
Pump Sta. mechanic	PureFLO			
General Contractor	Pride Environmental	Scott Gambrazzio	508-880-6009	
By-pass Pump & Sludge	JP Noonan	Jim Beird	800-922-8026	
By-pass Pump & Sludge	Wind River Env.		877-914-1926	
By-pass Pump & Sludge	Soares		508-824-8370	
By-PassPumping	Godwin Pumps		856-467-3636	
By-PassPumping	BakerCorp.		800-BAKER 12	
By-PassPumping	Thompson Pumps		800-767-7310	
By-PassPumping	Rain-For-Rent		800-742-7246	

UTILITIES

	SERVICE PROVIDER	Account #	OFFICE
Phone lines	Verizon		800-769-4656
Power	Hull Municipal Light Plant		781-925-0051
Natural Gas	National Grid		

APPENDIX E: LIST OF APPROVED SEWER INSTALLERS

Town of Hull

Approved Sewer Installers

Aqua Line Utility Contractors Bill Leonard 268 Washington St East Bridgewater MA 02333 cell 781 760 6297 - fax 508-456-1305	
Barbuto James 1 Dennis Street Hull 781-925-2635	
Laminar Contruction DBA Costello Contrustion 29 Longmeadow Road Scituate MA 02066 781-545-3636	
DiVito Construction 664 Nantasket Ave. Hull 781-925-0203 cell 781-622-8605	
F Riley Construction PO Box 564 Hingham MA 02043 781-749-2577	
Hub Construction PO Box 421 Hull Tony cell 617-719-0932 781-925-3766 cell 617-719-0926 FAX 781-925-0996	
Iaria Bros. 33 Oak Street Hingham, MA 02043 781-749-9468 cell 617-347-1801 cell 617-460-5507 Fax 781-749-6173 Dominic Tony	
McDougall Bros Enterprises Michael McDougall PO Box 671 Marshfield MA 02050 phone 781-706-9700	
Rosano Davis 9 Rocky Lane Cohasset, MA 02025 phone 781-383-8888 cell 781-953-8817 fax 781-383-8808	
Sean Farrell Excavation 53 Gilbert Street Quincy MA 02169 cell 617-293-7660 - fax 617-472-2060 office 617-472-2020 Christen	



woodardcurran.com
COMMITMENT & INTEGRITY DRIVE RESULTS